An H.323 terminal clicks on a link starting from a travel agent's Internet site, provoking a call from the H.323 terminal to the H.323 host server. The host server analyzes the called number and sends an indication for the new call to the travel agent's customer server.

Page 15, line 33 to page 16, line 6, please replace the paragraph with the following text:

If the operator has installed another host voice resources server in another country, the travel agent may be accessible from this country. The operator simply reserves a number that is forwarded to the local host voice resources server, the host server continues to contact the company's customer server. The source of the call is indicated when a new call indication is received so that the customer server can dynamically adapt to the most suitable language when it is helpful to do so.

## IN THE CLAIMS

Please amend Claims 1-7 as shown in the attached marked-up copy to read as follows:

1. (Amended) A distributed multimedia data system, comprising:

a wide area network, the confidentiality and security of which are not controlled from end to end;

at least one customer server located at each one of a plurality of service suppliers, each customer server being configured to be connected to the wide area network; and

a shared voice resources and/or video resources host server connected to the wide area network and configured to receive therefrom particular service requests from users also connected to the wide area network and to initially respond to each received particular service request to determine the particular service supplier concerned therewith, and to then

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direct each particular received service request to the at least one customer server at the concerned particular service supplier for execution of particular service logic associated with services provided thereby.

2. (Amended) The system according to claim 1, wherein the shared voice resources and/or video resources host server is connected to the wide area network through an interface and comprises:

a protocol stack subsystem with an interface that:

receives calls from a data network at an exchange;

detects incoming calls and captures caller and called party numbers;

detects dial tones;

generates coding-decoding media data streams; and

receives media coding-decoding data streams;

a command interpreter subsystem that:

generates messages on detection of new calls to each customer server;

generates event messages; and

uses the commands from the customer servers.

3. (Amended) The system according to claim 2, further comprising a high performance transcoding resource subsystem.

4. (Amended) The system according to claim 3, further comprising a voice synthesis and/or video resources subsystem.

5. (Amended) The system according to claim 4, further comprising an audio or video sequences recording/reproduction module subsystem.

6. (Amended) The system according to claim 1, wherein each customer server is provided as software running at each one of the plurality of service suppliers that receives

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events signaled by the shared voice resources and/or video resources host server and provides commands in reaction to these events.

7. (Amended) The system according to claim 6, wherein the software is running on a computer at each one of the plurality of service suppliers, the computer being provided with two network interfaces, one network interface being connected to the wide area network to communicate with the shared voice resources and/or video resources host server and the other network interface being connected to a company private network in order to dialog with customer databases and other industrial processes.

Please add new Claims 8 and 9 as follows:

8. (New) The system according to claim 1, wherein a voice recognition task is partly distributed to a personal computer used by the user so that only a narrow band connection is required between the user and the shared voice resources and/or video resources host server.

9. (New) The system according to claim 1, wherein media streams are provided to a shared media resource in the shared voice resources and/or video resources host server in a manner allowing the shared media resource to switch calls without always handling the media stream locally by routing each media stream directly through a network apart from a path for control signals.